



NEW MEXICO
DIVISION OF
VOCATIONAL
REHABILITATION

Public Education Department

NOTICE REGARDING DISPUTE RESOLUTION

Effective 12/1/10, the option for an Administrative Review for dispute resolution is temporarily suspended, until further notice.

If you are dissatisfied with any decision or action regarding your case, your rights are as follows:

SUPERVISORY REVIEW

You may request a Supervisory Review by contacting the Area Program Manager.

FAIR HEARING

You also have the right to request a Fair Hearing by writing to the NMDVR Director at 435 St. Michael's Dr. Bldg. D, Santa Fe, NM 87505. You have forty-five (45) calendar days from the date of the disputed decision or action in which to request a fair hearing.

If after a Fair Hearing, you are dissatisfied with the decision rendered by an impartial Hearing Officer, your recourse is to file a civil action against the Agency.

MEDIATION SERVICES

You may request Mediation assistance related to determinations made by DVR personnel at any time during the rehabilitation process or during the steps mentioned above in the appeals process, by writing to the Deputy Director of Rehabilitation Services at the address provided above.

ADVOCACY SERVICES

The Client Assistance Program (CAP) is also available to assist you in seeking any legal or administrative remedies regarding DVR. CAP may be contacted at 1720 Louisiana NE., Albuquerque, NM 87110, or by calling (505) 256-3100, or 1-800-432-4682.